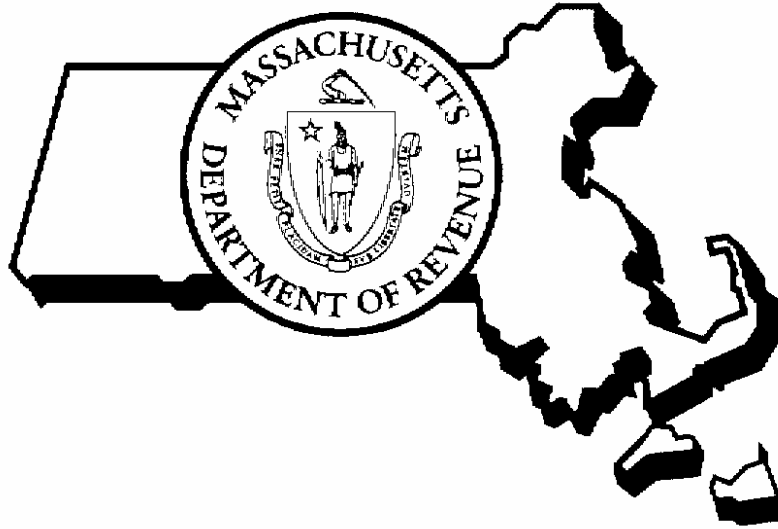


Massachusetts Department of Revenue
Division of Local Services



CAMA SUPPORT GUIDELINES

August 2007

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David L. Davies, Director of Information Technology

CAMA Support Guidelines

How to obtain support

What kind of support is available?

CAMA support is available in the following forms:

- telephone support
 - on-line support
 - on-site support
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How do I know which kind of support I need?

Telephone support is always the first step. Call CAMA Support in Worcester or Boston at the numbers below (they are also listed in the *Contacting DOR CAMA Support* section.) A CAMA Advisor will listen to your question or problem and identify your needs; most issues can be resolved immediately. Issues requiring more extensive assistance can be handled by either on-line or on-site support.

How do I ask for support?

Call your CAMA Advisor directly at the number listed on his/her business card, or call one of our regional CAMA Support lines:

- Worcester CAMA Support: (508) 792-7300 extension 22313
 - Boston CAMA Support: 1-800-521-5536 extension 62350
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Is there a charge for support?

No. The DOR provides CAMA support at no charge to the community.

Telephone support

What is telephone support?

Telephone support involves calling one of the CAMA Support numbers to speak to a CAMA Advisor. Many questions can be immediately answered by speaking to our support staff.

What are the telephone support numbers?

There are two CAMA Support numbers available:

- Worcester CAMA Support: (508) 792-7300 extension 22313
 - Boston CAMA Support: 1-800-521-5536 extension 62350
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When are the support lines open?

The CAMA Support lines are open during regular DLS business hours, 8:30AM through 4:00PM Monday through Friday.

What if I have a problem outside normal business hours?

Voice mail or email messages can be sent to any CAMA staff member at any time. See “Contacting DOR CAMA support staff” for specific instructions on leaving voice mail or sending email.

What kind of problems can be handled by telephone support?

Many questions and problems can be quickly resolved by speaking to a CAMA Advisor, including:

- data entry questions
 - what steps are necessary for a specific task
 - what to do if the system produces an error message
 - how to fix minor system problems
-

What if my problem can't be solved by telephone?

Problems and service requests proving too complex for telephone support can often be handled successfully by using on-line support. In some cases, a site visit may be scheduled by the CAMA advisor.

On-line CAMA support

What is on-line support?

CAMA Advisors use Carbon Copy or PC Anywhere communications software to connect to your computer via modem or high-speed (cable or DSL) internet connection. Any CAMA advisor, from any office location, can connect to your computer and see on his or her screen exactly what you see. The CAMA advisor can then diagnose problems and, in many cases, fix them immediately. You can then resume work with a minimum of interruption.

By allowing DOR staff to directly access your computer, you and those responsible for computer security in your community understand fully that remote support means a Division of Local Services technical analyst will be taking control of your computer. You are also aware that you are allowing access into your computer and /or network. The Department of Revenue will not be held libel for remote access work, security, data, or breaking of any remote access policy you or your community may have. Allowing DOR access to your computer means you agree to these terms and assume responsibility for your community's acceptance of same. CAMA Advisors will discuss or meet with community technical staff upon request to clarify how remote support should work in your city or town.

If I don't have high-speed internet or a modem, can I still get on-line support?

No. A modem, a telephone line for the modem, and communications software have always been required for DOR CAMA communities. We also now support high-speed internet connections with PCAnywhere. Versions of PCAnywhere must be 10.5 or greater. If you are missing these requirements you must budget for and purchase the missing items as soon as possible.

Will my CAMA Advisor install my modem and software? What about setting up a high speed router?

No. Installation, configuration and testing of the modem and communications software are the community's responsibility. CAMA Advisors can test your modem or internet connection by trying to dial in after everything has been installed and configured, but cannot do the installations themselves. This same policy extends to setting up high speed routers to allow remote access. Installation, configuration, and testing of the router are the community's responsibility.

Can I use my office phone line for on-line support?

In general, no. CAMA Advisors need to speak with you while providing on-line support and this requires two separate phone lines. In addition, taxpayers and others trying to reach your office by telephone will be unable to do so for the duration of the on-line support connection, which can be quite lengthy. Using a cellular telephone to speak with your advisor is acceptable in emergencies, but having separate office telephone and modem lines is preferable.

My community won't give me the funds for this equipment. Can you help?

We can provide you with a letter stating that these items are requirements of the DOR CAMA system. We can also list the benefits of having these items in terms of saving the community time and money. Contact CAMA Support for assistance.

On-site support

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| What is on-site support? | If extensive assistance is deemed necessary by the CAMA Support Advisor, he or she may schedule a visit to your community. |
| Can my CAMA Advisor meet with me outside of regular DOR business hours? | We realize that many municipal officials work for the community on a part-time basis. CAMA Advisors may, with prior supervisory authorization, meet with you outside of normal DOR business hours. |
| What would make on-site support necessary? | <p>Typical reasons for on-site support include:</p> <ul style="list-style-type: none">• CAMA training, when no group sessions are available• software upgrades• software problems too extensive to fix on-line• assisting assessing or collection staff with a new process (for example, generating tax bills for the first time)• repairing datafiles when on-line support fails |
| Why is on-site support considered a “last resort”? | Providing on-site support often requires a CAMA Advisor to travel long-distance at taxpayer expense. The advisor may have to cancel a trip in case of treacherous weather, especially in the more remote parts of the state, which delays resolution of your problem. Traveling also makes the advisor unavailable to other communities for the duration of the site visit, including travel time. Scheduling timely on-site support may be difficult during busy periods, especially during tax bill season. Telephone and on-site support almost always result in a faster response (and much less downtime) for you and your community. |

Contacting DOR CAMA staff

How can I contact DOR CAMA staff?

DOR CAMA staff, including CAMA Advisors, can be contacted by telephone, fax, email or postal mail.

How can I contact DOR CAMA staff by telephone?

You can contact DOR CAMA staff by dialing the telephone numbers listed in the chart below. Communities outside the Boston area can call the Boston office using our toll-free number instead: 1-800-521-5536. When using this number, dial the last 5 digits of the Boston staff member's direct number to connect to their extension, or dial 0 to reach the receptionist. The Regional offices do not have toll-free numbers; dial those offices as shown below.

| DOR CAMA staff member | Direct phone number |
|--|--------------------------|
| David Davies, Director of Information Technology | (617) 626-2383 |
| Kirsten Shirer, Deputy Director | (413) 784-1000 ext 20613 |
| Linda Bradley | (617) 626-2394 |
| Paul Corbett | (617) 626-2366 |
| Don Reynolds | (617) 626-2356 |
| Arnold Kanter | (617) 626-2303 |
| Michael Quinlivan | (508) 792-7300 ext 22313 |

How can I leave a voice mail message?

All DOR staff extensions have voice mailboxes. Call the numbers listed above; if the person is unavailable, or you if are calling outside regular DOR business hours, you will be automatically connected to his/her voice mail.

How can I email CAMA Support?

Here is a list of email addresses for DOR CAMA staff.

| staff member | email address |
|-------------------|--|
| David Davies | daviesd@dor.state.ma.us |
| Arnold Kanter | kanter@dor.state.ma.us |
| Linda Bradley | bradleyl@dor.state.ma.us |
| Paul Corbett | corbettp@dor.state.ma.us |
| Michael Quinlivan | quinlivan@dor.state.ma.us |
| Kirsten Shirer | shirer@dor.state.ma.us |
| Don Reynolds | reynoldsd@dor.state.ma.us |

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Contacting DOR CAMA staff, Continued

**How can I send
a fax to my
DOR CAMA
advisor?**

Faxes can be sent using the following numbers:

- Boston staff: (617) 626-2330
- Worcester staff: (508) 421-2310
- Springfield staff: (413) 784-1034

Address your fax to a specific person or simply to “CAMA Support”.

**What are the
addresses for
postal mail?**

- Boston: “Staff Member”, Division of Local Services
P.O. Box 9490
Boston MA 02205-9490
- Worcester: “Staff Member”, Division of Local Services
40 Southbridge St. Rm. 201
Worcester MA 01608
- Springfield: “Staff Member”, Division of Local Services
436 Dwight St. Room 401
Springfield MA 01103